



Claim or Complaint Letter

Claim or complaint letters explain a problem and ask for amends. The problem could be a defective product, an error in billing, or an error in delivery.

1. Characteristics:

- A. Incorporate a professional and courteous tone.
- B. Remain clear and concise.
- C. Include any and all relevant facts, including any copies of receipts, names of people, or pictures of the product.

2. Components:

- A. Background Information:
 - I. State the subject and purpose of the letter.
 - II. Identify the problem and include all of the relevant information: invoice numbers, dates, description of the problem (broken product, failed delivery, or an error in billing), and a copy of the receipt, bill, or contract. Keep the original paperwork for your records.
 - III. Stick to the facts.
- B. Cause and Effect:
 - I. Explain the problem logically and clearly in specific language. If it is a product, include that you reviewed the user's manual and called customer service or customer support. Provide the dates, times, and the name of the person you spoke to. Do not speculate what you think is wrong.
 - II. Explain the effect of the problem. In this section of the paragraph, you will explain any cost that came as a result of the problem. This portion is important if, for instance, you were expecting a delivery and it did not arrive on time, forcing you to purchase the product from elsewhere and pay more for the product to be shipped overnight.
- C. Expected Solution or Amendment to the Problem:
 - I. State what you expect the company to do to solve the problem.
 - II. Do not threaten to bring legal action. This is your first attempt to allow the company to correct the problem.
 - III. Always send your letter expecting the company to cooperate; usually, the company will want to amend the problem.
 - IV. Be specific about your expectations and give a time period. Also, if you incurred additional expenses because of the problem, you should include copies of those receipts as well.
- D. Conclude:
 - I. Express gratitude to your reader for his or her response to your request.
 - II. Provide your contact information.